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JAMES CITY COUNTY
REQUEST FOR PROPOSALS 12-4864 EMPLOYEE ASSISTANCE PROGRAM

ADDENDUM NUMBER 1

DATE: November 21, 2011

This Addendum is forwarded to provide Answers to **Questions** received regarding this project. Contact: Deborah Merritt-Ham, Senior Buyer, at (757)253-6647.

Questions pertaining to this project must be submitted in writing on or before 2:00pm, November 21, 2011.
Fax: 757-253-6753 or e-mail to: dmerritt-ham@james-city.va.us

This Addendum is a part of the Request for Proposals (RFP) and Contract Documents.
(This Addendum consists of four pages)

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

**JAMES CITY COUNTY
REQUEST FOR PROPOSALS 12-4864 EMPLOYEE ASSISTANCE PROGRAM**

QUESTIONS AND ANSWERS

- Question 1: Who is the County's current EAP vendor?
Answer: Optima EAP
- Question 2: How long has the current vendor been providing EAP services for the County?
Answer: Ten (10) years
- Question 3: What is the current per employee per month rate or annual contract dollar amount?
Answer: .98 PEPM
- Question 4: Have there been any service issues?
Answer: No.
- Question 5: Is the County satisfied with the utilization of the EAP?
Answer: Yes
- Question 6: Can you please provide a current utilization report?
Answer: Most recent usage 5.3% of eligible employees
- Question 7: What is the County's current session model?
Answer: Five (5) visits per incident.
- Question 8: The RFP does not mention work-life services such as toll free access to attorneys, financial professionals, elder care specialists, etc. Does the current EAP include these services?
Answer: Yes
- Question 9: If not, is the County interested in adding work-life services to the EAP?
Answer: See Question 8
- Question 10: Does the County's current contract include any training hours for employee orientations, supervisor orientations, critical incident debriefings, and training or has all training been provided on a fee-for-service basis only?
Answer: Contract provides for on-site training hours.
- Question 11: How many training hours did the County use last year for on-site seminars, orientations and training?
Answer: The number of training hours provided last year was 14.75 hours.
- Question 12: How many hours of on-site critical incident services did the County require during the last two contract years?
Answer: Three (3) site visits.

Question 13: Is it possible to provide an employee census (zip codes only) for a provider match?

Answer: See item L under the scope of work. The local region would generally include Hampton Roads cities. Potential zip code matches are as follows:

23681, 23670, 23669, 23668, 23667, 23666, 23665, 23664, 23663, 23662, 23661, 23651, 23630, 23605, 23630, 23628, 23612, 23609, 23608, 23607, 23606, 23605, 23604, 23603, 23602, 23601, 23693, 23692, 23691, 23690, 23061, 23188, 23187, 23186, 23185, 23081, 23551, 23529, 23523, 23521, 23520, 23519, 23518, 23517, 23515, 23514, 23513, 23512, 23511, 23510, 23509, 23508, 23507, 23506, 23505, 23504, 23503, 23502, 23501, 23479, 23471, 23467, 23466, 23465, 23464, 23463, 23462, 23461, 23460, 23459, 23458, 23457, 23456, 23455, 23454, 23453, 23452, 23451, 23450, 23439, 23438, 23437, 23436, 23435, 23434, 23433, 23432, 23397, 23883, 23709, 23708, 23707, 23705, 23704, 23703, 23702, 23701, 23328, 23327, 23326, 23325, 23324, 23323, 23322, 23321, 23320

Question 14: Do any the County employees fall under DOT regulations?

Answer: Yes.

Question 15: If training and orientations are conducted, does the County require this to be done on-site or is a webinar an acceptable alternative?

Answer: On-site training is required.

Question 16: Assuming training is to be done on-site, can you tell us how many locations will require separate training and where these facilities located?

Answer: We do not require separate training locations.

Question 17: Page 3 .Sec.IV: Offerors are required to furnish written references for projects of similar scope. Does that mean ACSI will have to contact and furnish written references from present contractors or can the actual contract be used? How many references are needed?

Answer: The offeror is requested to provide a minimum of three written references.

Question 18: Page 5 Section VII B. 1 Are total number of contact hours vendor are required hours by their agency annually?, e.g ACSI treatment staff are required to completed a minimum of 20 CEU hours annually. Or is answering question # 3 under same section provided an answer? B5. How many references are needed?

Answer: Contact hours provided refers to the number of hours the offeror will provide at no additional charge to the county/schools for training, orientations, critical incident debriefings, etc. The offeror should provide a listing of the community referral sources typically utilized.

Question 19: Page 6 V11.B Question #7. I understand the need for 3 current customers. How do we respond if we have not been terminated by an agency?

Answer: Each offeror should respond according to their organizations situation (i.e, indicate if a contract has never been terminated).

Question 20: Page7 IX .B. Are we required to give your a rate for 3 appts; 4appts; 5appts to provide a level of cost for individuals who may attend 1 or 2 or 3 or 4 or 5 sessions?

Answer: Request is for counseling services at a 3 visit, 4 visit, or 5 visit per incident pricing model.

- Question 21: Page 7 IX.F. Are these two training required to be attended at your organization or is there an outside resource available to acquire training?
Answer: Training sessions are to be provided by the offeror at a county or school division location as requested.
- Question 22: Page 7 IX.K. How is after care or follow-up services paid through this RFP or pro bono via ACSI?
Answer: Follow-up services should be inclusive in pricing model and refers to referrals mandated by the supervisor.
- Question 23: Page 7 IX.L. IS ACSI required to have an address specifically located in James City or Williamsburg or can the office be in Hampton, Newport News, etc.? Our office is in Hampton, does this affect eligibility to provide services?
Answer: Requirement is for a variety of service locations for counseling services with at least one counseling location in James City County/Williamsburg area.
- Question24: How do vendors obtain a State Corporation Commission I D number as requested on Page 2 of the RFP?
Answer: The State Corporation's website address is: <http://www.scc.virginia.gov/>
In accordance with the Virginia Public Procurement Act (VPPA): Section 2.2-4311.2 states: Competitive sealed bidding/competitive negotiation: requires public bodies to require each bidder/offeror to include the State Corporation Commission (SCC) ID number with its bid/offer or include a statement describing why the ID number is not required.
- Question 25: What is the targeted start date of the contract once awarded?
Answer: July 1, 2012 through June 30, 2013.
- Question 26: Why is the contract out to bid at this time?
Answer: The current contract expires June 30, 2012. The initial contract term was July 1, 2007 – June 30, 2009 and the last of three optional one year renewals has been utilized.
- Question: 27: Are there service issues where the management team would like to see changes or additions? If so, please describe.
Answer: Potential vendors may elaborate on any initiatives relative to providing this service in their proposal submission.

END OF QUESTIONS/ANSWERS